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(54) SYSTEM AND METHOD FOR AUTOMATING WORKFLOW MANAGEMENT AND TRACKING OF VOICEMAIL, TEXT AND MULTIMEDIA MESSAGES, LIVE CHATS, FORMS AND UPLOADED FILES

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- (58) **Field of Classification Search** CPC H04L 51/22; H04L 51/04; H04L 51/16;

See application file for complete search history.

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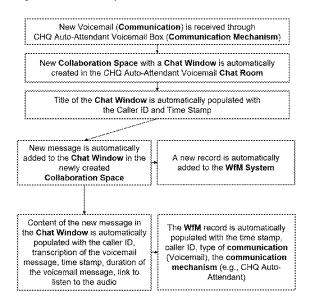
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(57) ABSTRACT

A system and method for automating workflow management and tracking of voicemail, text and multimedia messages, live chats, forms and uploaded files is provided.

29 Claims, 21 Drawing Sheets



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